



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

INVESTIGATION INTO SERVICE QUALITY GUIDELINES

D.T.E. 04-116

THIRD SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO ALL ELECTRIC LOCAL DISTRIBUTION COMPANIES

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits the following information request(s) to all electric local distribution companies ("LDCs") with respect to Investigation into Service Quality Guidelines, D.T.E. 04-116.

INSTRUCTIONS

The following additional instruction applies to this set of Information Requests.

1. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and one copy of the responses to Jody M. Stiefel, Hearing Officer. Submit copies of the Company's responses to the information requests to the Department by **10:00 a.m., June 23, 2005**. In addition to filing, all non-proprietary responses should be submitted by e-mail to dte.efiling@state.ma.us, jody.stiefel@state.ma.us, and to the e-mail address of any party required to be served.

Requests

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| DTE-LDC 3-1 | Refer to <u>Order Instituting Safety Standards</u> , New York Public Service Commission Case 04-M-0159 (January 5, 2005). Please comment on the feasibility of implementing a stray voltage performance measure similar to that described in Attachment A of the above order, with an annual inspection performance target of 95 percent of those facilities scheduled to be inspected during a particular year. The performance measure would have a penalty feature similar to that applied to odor call response |
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Third Set of Information Requests to Electric LDCs

for gas distribution companies, such that for each percentage point that an electric distribution company's performance falls below a benchmark of 95 percent, the electric distribution company would be assessed a penalty equal to 25 percent of the total penalty allocated to the stray voltage standard. The maximum penalty for this SQ measure will be incurred at a performance level of 91 percent.

- DTE-LDC 3-2 Please refer to Order Instituting Safety Standards, New York Public Service Commission Case 04-M-0159 (January 5, 2005). Assuming the Department were to adopt a stray voltage service quality measure similar to that proposed in Information Request DTE-LDC 3-1, provide a weighting factor that would be considered appropriate to ascribe to such a performance measure.
- DTE-LDC 3-3 Please comment on the advantages and disadvantages of calculating SAIDI and SAIFI statistics and penalties based on the performance of individual feeder circuits rather than system averages.
- DTE-LDC 3-4 Please comment on the advantages and disadvantages of making CAIDI and CAIFI penalty measures.